



H-970

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

M. KAN et al

Serial No. 09/800,568

Group Art Unit: 3625

Filed: March 8, 2001

Examiner: Robert M. Pond

For: CUSTOMER SERVICE METHOD AND SYSTEM

REPLY

Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

April 6, 2005

Sir:

In Reply to the Office Action mailed October 6, 2004,
please amend the above application as set forth below. A
Petition for a Three-Month Extension of Time accompanies this
Reply.